



It's been ILL for a long time, is it close to death? What is the future for Inter Library Loans?

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- Australia \$13.20 per loan
- NZ \$14
- IFLA Voucher €8
- Higher prices for “rush” circa \$25.00

Costs of ILL



- 2002 Australia (100 Libraries) \$32.09
 - Staffing and fees 85%
 - Equipment, delivery, network 10%
- Nordic countries (2003) slightly cheaper than Australia but may not have included all costs.
- US more expensive and slower fill rates

Predictions for the future (2008) from 2003-2004

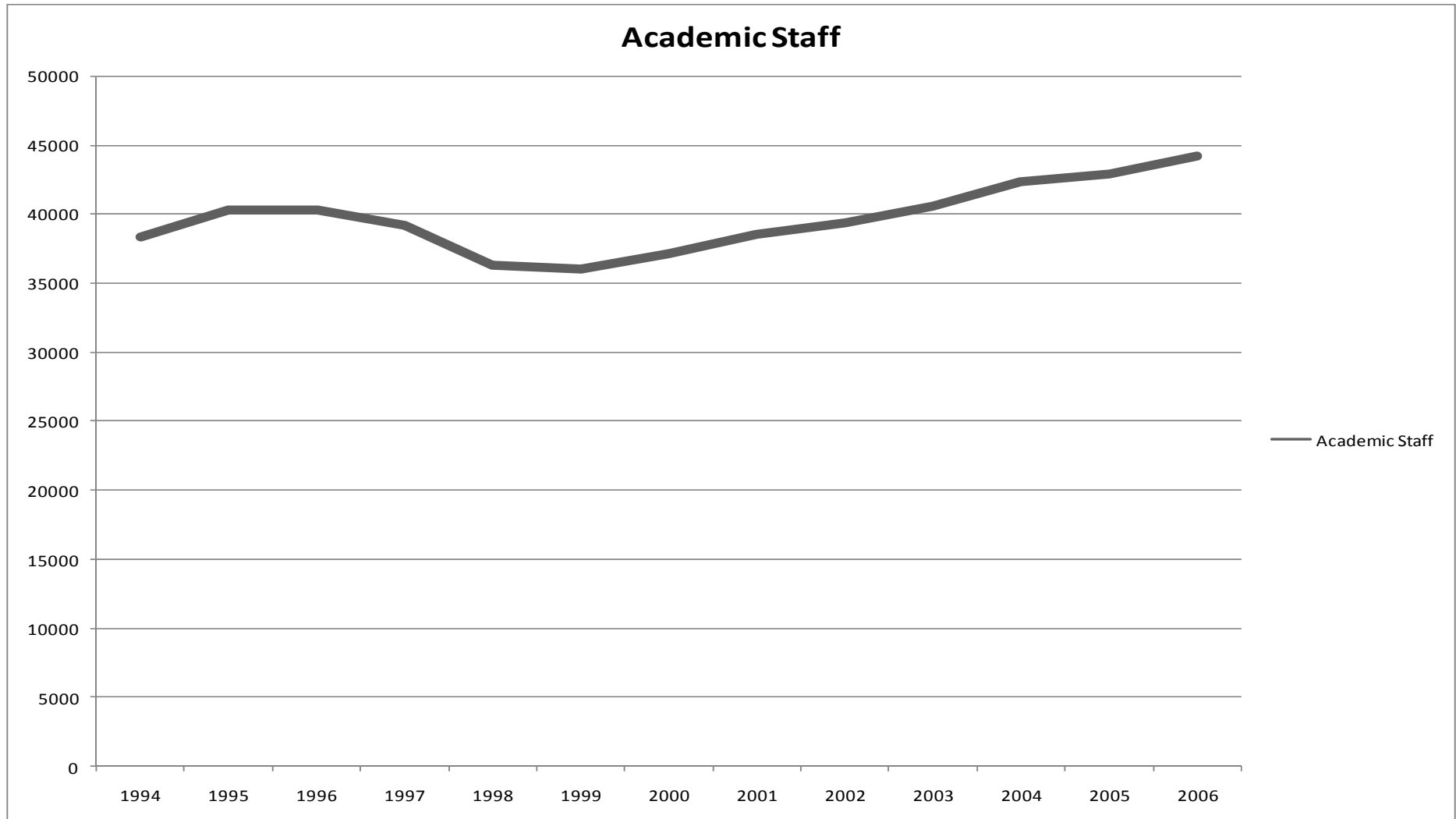


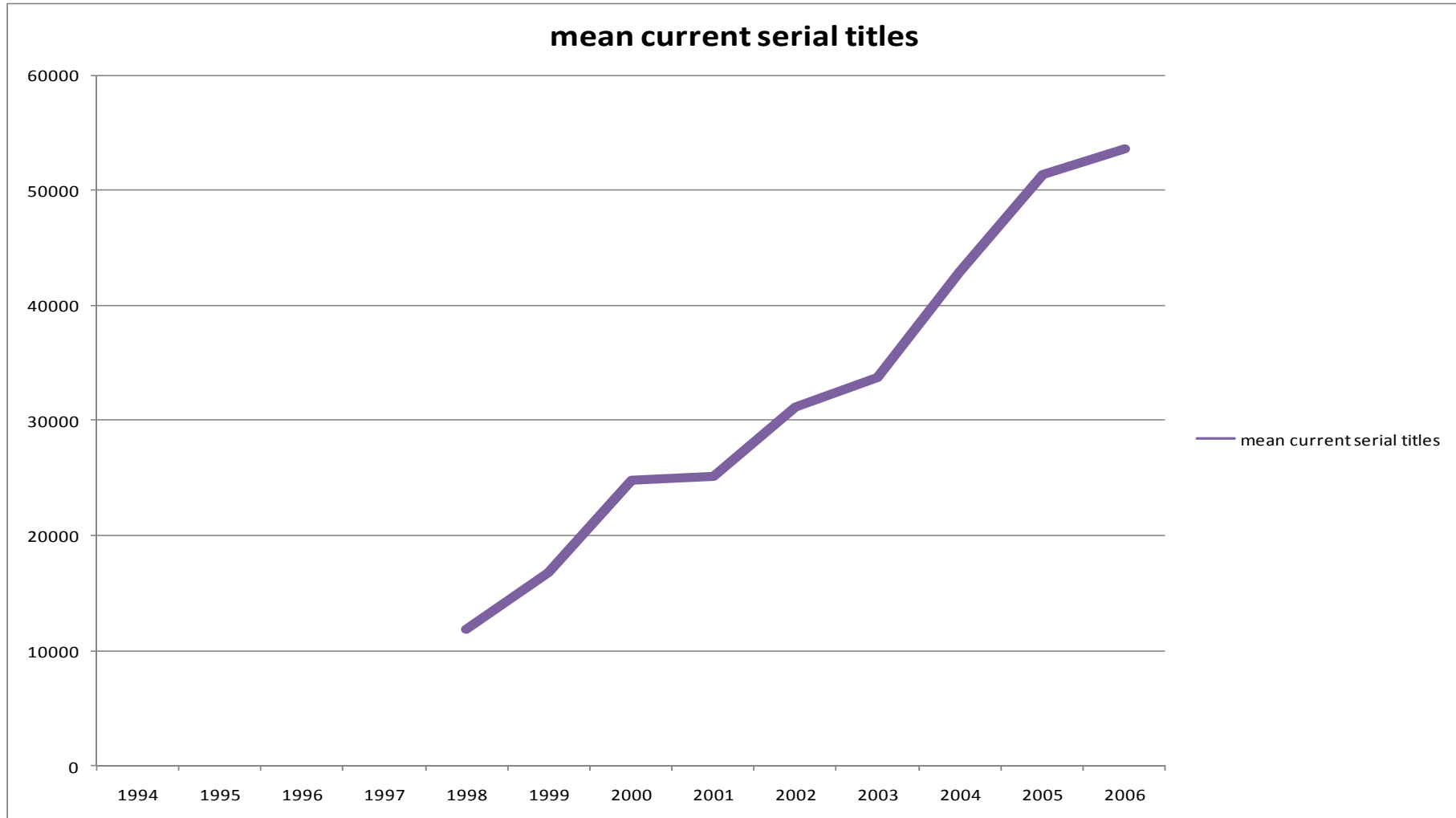
- Blend of mediated and user initiated services
- Mixed license/ copyright environment
- Global Interlending /Document supply will rise from 1-2% to 5%
- Turnaround will be faster but still not fast enough
- As demand for articles fall so will demand for books.
- Items will be easier to identify though the mechanism was unspecified
- 1/3 NZ academic libraries thought ILL would increase

Hidden costs of ILL

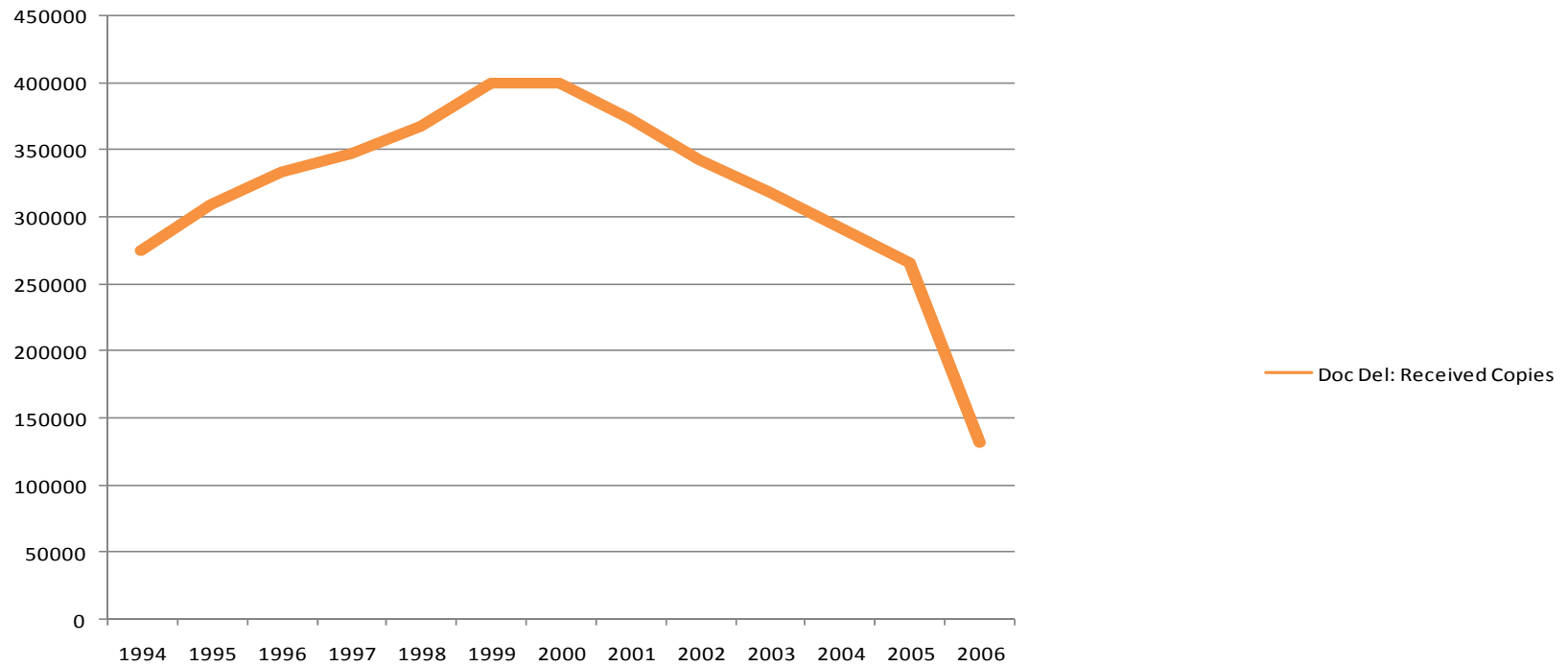


- Internal transactions \$100
 - Is it really worth internal charging?
- Raising an invoice/ paying it etc \$60
- Vouchers
 - Hide real costs of service from administrators
- Libraries Australia Payment system
- Credit card



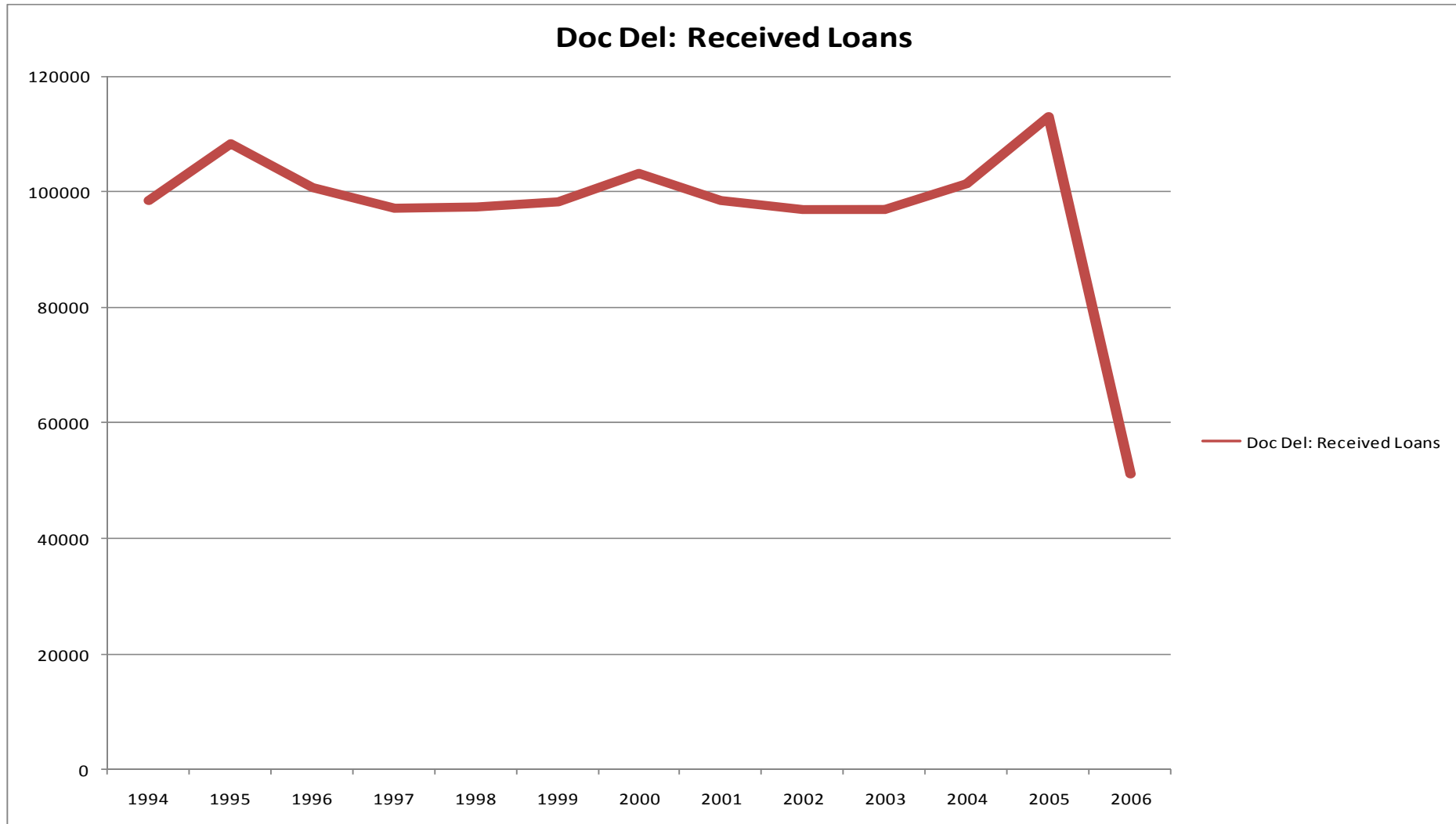


Doc Del: Received Copies





Trends





Purchase

Out of print

Second hand

Print on demand

Commercial suppliers



OneOrZero open source helpdesk software



Status of non-completed requests available on demand via one web page.

Staff web client – roles defined, uses LDAP authentication

Configuration of TaskManager client to support ILL application purposes, including addition of LADD number (#) and activation of various search options including LADD #, ILL Task #, client networkID, title/description, and via keyword on title plus contents of staff added Item data field

· Ability to email clients update notifications
Task tracking and statistics



Patron Login screen

Interlibrary Loan Service - Windows Internet Explorer

http://www.library.unisa.edu.au/scripts/illmanager/ILLClient.pl

File Edit View Favorites Tools Help

Links ARROW@UniSA Research Repository Home Charles Sturt library catalogue Google Libraries Australia - Home Organising resources [quillija] WikIRT

http://www.ybp.com/techse... Help Desk (Helpdesk) and In... UniSA Library - Inter-Library ... Interlibrary Loan Service

UniSA Library

Interlibrary Loan Service for UniSA Staff and Students only

PLEASE NOTE: This is a service for University of South Australia staff and Higher Degree by Research students for items NOT held in the UniSA Library collection.

First, check the [Library catalogue](#) to see if the UniSA library has the resource at one of the campus libraries or available in an online journal or database. If held, make use of the [Intercampus Document Delivery Service](#) or use the [Holds procedure](#) if the item is a book.

Also check the catalogues of [other institutions](#) such as the University of Adelaide and Flinders University and for electronic resources, make use of [Google Scholar](#). For information about services for Undergraduate, Honours and Postgraduate students by Coursework see [Borrowing from Us](#).

If eligible, the Interlibrary Loan / Document Delivery service allows you to:

- request items **NOT held** by the UniSA Library - Have you checked the [Library Catalogue](#)?
- submit a request for an Interlibrary * Loan or Document from another university or information agency.
- view the status of your requests

*** NB: as a way to build the library collection, all Interlibrary * Loan requests are considered for purchase

To login to this service UniSA staff and [eligible students](#) need to enter Username (UniSA NetWork ID e.g. "blogjx" or "blogj001") and Password

Username:








Password:

For assistance please contact ILL on 08 8302 6809 (Australia) or 1300 137 659 (cost of a local call) or email ill@unisa.edu.au

NOTICE: WARNING CONCERNING COPYRIGHT RESTRICTIONS

Local intranet 100%

Unassigned task screen

Staff Member Options	Unassigned Tasks							
Task Options <ul style="list-style-type: none"> Create Task My Open Tasks (0) My Group's Tasks (487) Unassigned Tasks (152) My Recent Tasks My Group's Recent Tasks Search For Task Task #: <input type="text"/> <input type="button" value="Go!"/> Ladd #: <input type="text"/> <input type="button" value="Go!"/>	ID	Staff Member	Short Description	User	Service Level	Created	Status	Time
FAQ Options <ul style="list-style-type: none"> Knowledge Base Staff Member Knowledge Base Add to Knowledge Base Knowledge Base Stats 	06666	support_pool	solar thermal engineering processes	Babovic, Violetta	Core	16/04/08	Pending	
User Documentation <ul style="list-style-type: none"> Introduction Features Task Options FAQ Options User Options Printer Friendly 	Last Task Action: transferred support_pool							
Staff Member Options	06668	support_pool	Obesity Matters	Jackson, Kathryn	Core	16/04/08	Pending	
	Last Task Action: transferred support_pool							
	06673	Support_pool	Journal of Applied Polymer Science	Szili, Endre	Core	16/04/08	Pending	
	Last Task Action:							
	06674	Support_pool	Ontario History	Francis, Judy	Core	16/04/08	Pending	
	Last Task Action:							
	06676	Support_pool	The child in America: Behavior problems and programs	Davy, Carol	Core	16/04/08	Pending	
	Last Task Action:							
	06678	Support_pool	The South Australian Naturalist	Rubbo, Nadia	Core	16/04/08	Pending	
	Last Task Action:							
	06679	Support_pool	Sports Medicine Update	Cole, Michael	Core	16/04/08	Pending	
	Last Task Action:							

Where to now?



Wait 2-3 years and see

But in the meantime

Reconsider location of ILL departments in Library structures

Revisit staffing levels and skills

Rethink level of investment in ILL systems